

REFUND POLICY

You may return your item for a refund or exchange for 30 days from the date the item is delivered to you, subject to the terms and conditions below. No refunds or exchanges will be made after 30 days from the date of delivery.

To be eligible for a return, your item must be unused, in the same condition that you received it, and in the original packaging.

Sales items 40% and over you may return for a refund or exchange for 15 days from the date the item is delivered to you, subject to the terms and conditions above. No refunds or exchanges will be made after 15 days from the date of delivery.

Returning Your Item/s

To return or exchange your item/s, you may login to your account, click on "My Orders," and select the order and item/s you wish to return. Pikolinos will send you an email confirming your decision to cancel your order and return your item/s to Pikolinos.

You may also notify Pikolinos that you want to return or exchange your item/s by mailing the following Cancellation Notice to the address listed below:

Internet Shoes 9323-3427 Quebec Inc

Attn: Refunds

3524 Rue Griffith

Montreal, QC H4T 1A7

I hereby notify that I wish to cancel my contract to purchase the following [define product], received [enter date of product reception].

Name and surname(s): _____

Address: _____

Date: __/__/____

Signature: _____

Return Shipping

You should consider using a trackable shipping service or purchasing shipping insurance. We are not responsible or liable for returns that are not delivered to us or are lost in transit.

Please return items to:

Internet Shoes 9323-3427 Quebec Inc

Attn: Refunds

3524 Rue Griffith

Montreal, QC H4T 1A7

Within fourteen (14) days of notifying Pikolinos of your intention to cancel your order, you must return the items you wish to return by post, properly packed and with all the original packaging, utilizing the prepaid return label Pikolinos sent to you by e-mail. The Purchaser will not have to pay anything for the return.

If you choose another method for the return, you are responsible to pay the shipping cost.

Refund Processing

Upon processing your refund request, usually between the time the refund is requested, and receipt of the item/s being returned, a credit will automatically be applied to your credit card or original method of payment. Your bank's or credit card issuer's refund processing may impact the timing of your refund.

Late or Missing Refunds

If you have not received a refund after being notified that a refund would be issued, first check your bank account or credit card again, and then contact your bank or credit card issuer. It may take some time before your refund is officially posted by your bank or credit card issuer.

If your bank or credit card issuer has not processed your refund after 30 days, please contact info@pikolinos.ca.